

## Lost/Found Procedure Children

1. Get as many details as you can from the child i.e. their name, name of their parent/guardian/carers. Phone number and address (if possible). If you do get a phone number try contacting the person, and follow procedures 2 – 9
2. Do not announce child's name over the microphone
3. Give a brief description of child and what they are wearing
4. When parent/carer comes to claim child, ask child if they know this person
5. Ask to see claimant's identification. Driver's license with a photograph is preferable
6. Record name, address and phone number
7. If in doubt, inform the person that you cannot release the child into their care without police assistance and contact police immediately
8. Ensure that you have another ground person with you as a witness at all times
9. If a child is not claimed, notify police and let them deal with the situation from there on
10. In the case of a child being reported missing, a full description of the child is to be taken
11. The event coordinator will allocate search areas to ground staff and security
12. If the child has not been located at the end of this search, the police are to be notified
13. In the case that witnesses have reported suspicious circumstances the police are to be notified immediately.

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